



## **Temple Homes Property LTD In-House Complaints Procedure**

Temple Homes Property LTD. is a member of The Property Ombudsman. As part of our service we aim to provide the highest possible care & level of service to all our customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

As part of maintaining this level of service it's important for Temple Homes to make sure your interests are secure and as a result we have a clear complaints procedure to offer redress for any issues you may have.

If you have a complaint, please put it in writing, including as much detail as possible and send it via email to [steve@templehomes.co.uk](mailto:steve@templehomes.co.uk) or via post to;

Stephen Mueller  
The Shop,  
22 Picton Street.  
Bristol  
BS6 5QA

We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.
- The postal address for The Property Ombudsman can be found below;



The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP  
01722 333 306  
admin@tpos.co.uk  
www.tpos.co.uk

*Please note the following:*

*You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.*

*The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.*